



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

Illinois Bell Telephone Company
for Filing Period 4/1/2009 to 6/30/2009
Tracking Number 2942

Performance Data - Code Part 730

	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	1.74	1.79	1.94	1.82
B. Operator Answer Time - Information Section 730.510(a)(1)	4.32	4.37	4.57	4.42
C. Repair Office Answer Time Section 730.510(b)(1)	64.50 *	56.74	58.44	59.89
D. Business or Customer Service Answer Time Section 730.510(b)(1)	24.71	29.09	30.69	28.16
E. Percent of Service Installations Section 730.540(a)	95.32 %	96.70 %	96.45 %	96.14 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	97.28 %	96.03 %	94.55% *	95.91 %
G. Trouble Reports per 100 Access Lines Section 730.545(a)	1.46	1.54	1.74	1.58
H. Percent Repeat Trouble Reports Section 730.545(c)	7.56 %	8.17 %	7.38 %	7.69 %
I. Percent of Installation Trouble Reports Section 730.545(f)	14.77 %	9.65 %	14.57 %	13.01 %
J. Missed Repair Appointments Section 730.545(h)	476	557	871	635
K. Missed Installation Appointments Section 730.540(d)	357	290	404	350

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$2,897.85	\$4,020.99	\$8,318.34	\$15,237.18
B. Number of credits issued for repairs - 24-48 hours	789	1274	2022	4085
C. Number of credits issued for repairs - 48-72 hours	94	150	289	533
D. Number of credits issued for repairs - 72-96 hours	22	22	70	114
E. Number of credits issued for repairs - 96-120 hours	7	11	33	51
F. Number of credits issued for repairs > 120 hours	11	14	25	50
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	5353	7935	10646	23934
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$15,958.12	\$11,056.67	\$10,984.04	\$37,999.00
B. Number of installations after 5 business days	367	226	285	878
C. Number of installations after 10 business days	4	5	5	14
D. Number of installations after 11 business days	22	11	13	46
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	393	242	303	938
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$41,650.00	\$42,350.00	\$63,750.00	\$147,750.00
B. Number of customers receiving credits	831	843	1272	2946
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Additional Information

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